MULTIMEDIA UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

# FINAL EXAMINATION

**TRIMESTER 1, 2018/2019**

## PWC1010 – WORKPLACE COMMUNICATION

(All sections)

20 OCTOBER 2018
2.30 p.m.-4.30 p.m.
(2 Hours)

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**INSTRUCTIONS TO STUDENTS**

1. This Question Paper consists of **FOUR** pages with **TWO** sections only.
2. Attempt **ALL** questions.
3. Please write all your answers in the Answer Booklet provided.

## SECTION A: CASE STUDY [30 MARKS]

**Question 1 [15 marks]**
**Instructions:** Read the following case and answer the questions that follow.

Maria, who is a financial officer of Time Sharing Corporation, was in the middle of a discussion with her other finance representatives. Suddenly, Abram, who is the director of the company dashed into the meeting room. He walked directly towards Maria, stood very close to her and threw a hard covered file on table. Abram angrily asked Maria to look into the file and accused her of not updating the financial reports of the company. Maria was startled by Abram's action took a few seconds to calm down and gain her composure. Maria then asked Abram politely what the issue on was. Abram expressed his concern that the tax documents prepared for the Inland Revenue Board for the year past three years were missing. Maria was shocked to hear Abram's claim. She then told Abram to calm down as all taxes paid to the Inland Revenue Board for the last three years were completed by via the E-Filing system. She asserted that it is unnecessary for the company to do manual documentation as all filings were done electronically. Abram felt embarrassed over his hasty action and loudly said "Alright, good job Maria! He nodded his head. He then asked Maria to download the forms, print it and get his approval by the next day. Subsequently, Abram quickly left Maria's office. He then sent Maria an email praising Maria for her efficiency and apologised for his hasty and irrational behavior.

i. Based on the case study above, what are the **THREE** personal differences that caused communication barrier? Briefly explain each difference. (6 marks)

ii. Identify **TWO** types of non-verbal communication that occurred in the above communication? Provide evidences from the case above. (4 marks)

iii. What are the effects of the communication between Maria, Abram and the two officers? (3 marks)

iv. How should Abram have reacted to resolve the tax issue in this situation? (2 marks)

**Continued...**

**Question 2 [15 marks]**
**Instructions:** Read the following case and answer the questions that follow.

Jamie is an actor cum stage performer who works for Checkpoint Theatre, a local entertainment company in Singapore. She is said to be a big fish in a little pond at Checkpoint Theatre because there is not much competition for her at the workplace and her chances to act in plays and dramas are inevitable. Her self-concept is high because she is comparing herself with many of her acting colleagues who are less creative less and able than her.

Later on, she decided that she should apply for an acting position with Dream Academy and she was appointed to fill a position there. In Dream Academy, most actors are well experienced and perform excellently in both local and international plays, dramas and musical performances. In Dream Academy, she becomes a little fish in a big pond at work and socially. After Jamie acts in her first performance, she finds that she is no longer near the best among the actors. This is because she has little interest in musical performances and no experience in acting at an international level. Her self-concept falls when she compares herself to the more creative and successful actors in that company. She is suddenly confronted with the fact that she is no longer one of the best actors in the field and she readjusts her self-concept to reflect her ranking in the new working environment.

Her other colleagues in this company find it hard to collaborate with her in stage performances. The producers assume that she is less competitive in musical performance at international levels. It is also hard for her to adapt herself socially with other colleagues in the new environment and she felt socially isolated. This is because the producers in Dream Academy set high expectation towards their actors and performers to excel at both local and international levels. Therefore, Jamie is no longer happy at her new workplace and she wants to resign her new job.

i. Explain **THREE** possible factors that influenced Jamie's self- concept from the case study above? Provide examples.

(6 marks)

ii. Suggest **THREE** possible ways on how Jamie can overcome her low self-concept. Provide justifications for your answers.

(6 marks)

iii. What constitutes a healthy self-concept?

(3 marks)

**Continued...**

## SECTION B: WRITTEN COMMUNICATION [30 MARKS]

**Question 1 [15 marks]**

**Instructions:** Based on the information below, write a **cover letter** of about 200 words to apply for the following position using the **fully blocked format** and **open punctuation.**

You may invent necessary details.

### System Analyst – Malaysia AsiaPay(M) Sdn Bhd (Kuala Lumpur)

- **5 Working days per week**
- **Yearly Increment and performance bonus**
- **Outstanding career development opportunities**

**JOB DESCRIPTION**

- Develop and maintain web based, client side and back end application and services related to payment processing
- Analyse, review and modify system components
- Participate in testing and troubleshooting as needed

**Requirements:**

- Candidate must possess a Bachelor's Degree in Computer Science/Information Technology or equivalent.
- 1 year of total web/mobile application development experience. Fresh graduates are encouraged to apply.
- Required skills: Programming (web, iOS,Android)
- Preferred skills: Java, C, Oracle, JavaScript, HTML 5
- Good command of written and spoken English
- Self-learner and open to new technologies/challenges

**Address**
19A-17-3, Level 17, UOA Centre, No.21 Jalan Pinang, 50450 Kuala Lumpur.

**Continued...**

**Question 2 [15 marks]**

**Instructions:** Write an **email** of about 200 words based on the situation below.

You are working as an IT System Engineer with Zytech Corporation. Your job does not require you to be in the office all the time. Persuade your boss, Mr. Hew Ma to allow staff in this department with the same job scope to have flexible working hours. Provide valid reasons to support your argument taking into consideration how you and your company can benefit from this arrangement.

You may invent necessary details.

**End of Paper**